Step 3: Reduce Critical Functions to Individual Elements

Objectives

In **Step 3** you will:

➤ Review the **Comprehensive Function Breakdown** and **Sample Critical Function Breakdown** lists, located on **pages 3-2** to **3-4,** to understand what types of technology elements can be used by each of your critical functions.

➤ Identify the individual elements of your critical functions determined **in Step 2** in the **Critical Business Functions Checklist** on **page 2-2.** You will accomplish this in **Step 3** by completing the **Critical Function Breakdown Worksheet** on **page 3-5.**

Complete Breakdown Worksheets

In this step, you must determine how technology is used by each of the *critical functio*ns identified in **Step 2** on **page 2-2.**

Refer to **Table 3-1: Comprehensive Function Breakdown List** on **page 3-2** for a starter list intended to spark your mind as you think about how technology supports the critical functions your housing organization performs.

Refer to **Table 3-2**: **Sample Critical Function Breakdown List** beginning on **page 3-3** for other examples, which can help you break down each of your organization's critical functions into their technology elements.

To help you through the rest of this workbook, two critical functions will be used as samples in this step, as well as in future steps. They are:

1. **Provide Heat and Air Conditioning**, and
2. **Provide Payroll**.

After reviewing the starter lists and examples described above, complete the **Critical Function Breakdown Worksheet** on **page 3-5.**

Table 3-1: Comprehensive Function Breakdown List

Function	Elements
1. **Heat and Air Conditioning**	➤ Boiler ➤ Pump ➤ Thermostat ➤ Chiller ➤ Filter ➤ Actuator ➤ Master Monitor ➤ Emergency Cut-Off ➤ Electric Ignition ➤ Fuel Source (Natural Gas, Heating Oil, Electricity) ➤ Leak Detector ➤ Flow Meter ➤ Carbon Dioxide Monitor ➤ Power Source
2. **Water Treatment**	➤ Water Supply Company ➤ Water Heater and Electric Ignition ➤ Water Treatment System ➤ Water Filter ➤ Septic Tank ➤ Underground Storage Tank
3. **Fire Safety and Prevention**	➤ Sprinkler System ➤ Smoke Detector ➤ Carbon Monoxide Detector ➤ Fire Alarm Control (sound alarm, notify engine co, override doors and elevators) ➤ Fire Extinguishers/Service ➤ Power Source
4. **Building Security**	➤ Access Control System (to building) ➤ Access Control System (to garage) ➤ Security and Emergency Lighting ➤ Back-Up Generator or Batteries ➤ Security Camera ➤ Entrance Alarm ➤ Sound and Motion Monitor, and Control System ➤ Building Communication System ➤ Security Force (especially equipment) ➤ Power Source
5. **Lighting**	➤ Back-Up Generator or Batteries ➤ Power Source ➤ Power Distribution System Monitor
6. **Elevators**	➤ Elevator ➤ Lift ➤ Power Source ➤ Elevator Control Software
7. **Telephone Service**	➤ Building PBX ➤ Office PBX ➤ Office Desk Set ➤ Local Service ➤ Data Service ➤ Long Distance Service ➤ Power Source
8. **Insurance**	➤ Property Inventory and Evaluation ➤ Database ➤ Enrollment ➤ Claims Processing
9. **Special Equipment**	➤ Postage Machine ➤ Fax Machine ➤ Copier ➤ Power Source

Function	Elements
10. Payroll	➤ Personal Computer ➤ Computer Operating System ➤ Payroll Application Program ➤ Home-Grown Withholding Reporting Software ➤ Checkwriter Machine ➤ Power Source
11. Vendor Payments	➤ Personal Computer ➤ Computer Operating System ➤ Online Banking Interface
12. Credit and Collections	➤ Personal Computer ➤ Computer Operating Software ➤ Online Banking Interface ➤ FHA Connection ➤ Power Source
13. Accounting	➤ Online Banking Interface
14. Benefits	➤ Automated Telephone Enrollment/Removal ➤ Direct Voice Phone Queries ➤ Automated Telephone Queries ➤ Automated Telephone Account Maintenance
15. Budgeting	➤ Personal Computer ➤ Computer Operating System ➤ Building Management Software ➤ Historic Accounting Data Files ➤ Spreadsheet Software ➤ Power Source
16. Occupancy Planning and Administration	➤ Personal Computer ➤ Computer Operating System ➤ Building Management Software ➤ Online Credit Assessment ➤ Home-Grown Occupancy Report ➤ Home-Grown Occupancy Forecast Report ➤ Power Source
17. Maintenance Scheduling and Management	➤ Personal Computer ➤ Computer Operating Software ➤ Building Management Software ➤ Power Source
18. Word Processing	➤ Word Processing Files ➤ Personal Computer ➤ Power Source
19. Spreadsheets	➤ Home-Grown Spreadsheets ➤ Personal Computer ➤ Power Source
20. Databases	➤ Home-Grown Database Queries and Reports ➤ Power Source

Table 3-2: Sample Critical Function Breakdown List (Part 1 of 2)

Part I: Complete Now		Part 2: Step 4 Use Only
Critical Function	**Elements**	**Check All Applicable:**
1.Heat and Air Conditioning	Boiler	❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ☑ **None**
	Pump	❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ☑ **None**
	Thermostat	❏ **Computer System** ☑ **Embedded Chip** ❏ **Service** ❏ **None**
	Chiller	❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ☑ **None**

Table 3-2: Sample Critical Function Breakdown List (Part 2 of 2)

Part I: Complete Now		Part 2: Step 4 Use Only
Critical Function	**Elements**	**Check All Applicable:**
(Heat and Air Conditioning, continued)	Filter	❏ Computer System ❏ Embedded Chip ❏ Service ☑ None
	Actuator	❏ Computer System ☑ Embedded Chip ❏ Service ❏ None
	Master Monitor	❏ Computer System ❏ Embedded Chip ❏ Service ☑ None
	Emergency Cut-Off	❏ Computer System ☑ Embedded Chip ❏ Service ❏ None
	Electric Ignition	❏ Computer System ❏ Embedded Chip ❏ Service ☑ None
	Fuel Source (natural gas, heating oil, electricity)	❏ Computer System ❏ Embedded Chip ❏ Service ☑ None
	Leak Detector	❏ Computer System ❏ Embedded Chip ❏ Service ☑ None
	Flow Meter	❏ Computer System ☑ Embedded Chip ❏ Service ❏ None
	Carbon Dioxide Monitor	❏ Computer System ☑ Embedded Chip ❏ Service ❏ None
	Power Source	❏ Computer System ❏ Embedded Chip ☑ Service ❏ None
10. Payroll	Personal Computer	☑ Computer System ❏ Embedded Chip ❏ Service ❏ None
	Computer Operating System	☑ Computer System ❏ Embedded Chip ❏ Service ❏ None
	Payroll Application Program	❏ Computer System ❏ Embedded Chip ☑ Service ❏ None
	Home-Grown Withholding Reporting Software	☑ Computer System ❏ Embedded Chip ❏ Service ❏ None
	Checkwriter Machine	☑ Computer System ❏ Embedded Chip ❏ Service ❏ None
	Power Source	❏ Computer System ❏ Embedded Chip ☑ Service ❏ None

Critical Function Breakdown Worksheet

Directions: Use this worksheet to break down each **critical function** identified previously in the **Critical Business Functions Checklist** on **page 2-2** into their individual elements. (Refer to **Table 3-2: Sample Critical Function Breakdown List** on **page 3-3** as a guideline.) *At this time, <u>use only the first two columns</u>.* You will come back to the third column later as you work through **Step 4.**

Part I: Complete First In Step 3		Part 2: For Use In Step 4
Critical Function	**Individual Elements**	**Check All Applicable:**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**
		❏ **Computer System** ❏ **Embedded Chip** ❏ **Service** ❏ **None**

Critical Function Breakdown Worksheet (continued)

Part 1: Complete First In Step 3		Part 2: For Use In Step 4
Critical Function	**Individual Elements**	**Check All Applicable:**
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
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		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None
		❑ Computer System ❑ Embedded Chip ❑ Service ❑ None